

King County Commuter Vans Flood Preparedness Bulletin

Group Planning

- Monitor flood level to be prepared when water levels rise: www.kingcounty.gov/flood
- Designate who will drive when others cannot. Ensure you have enough trained backup drivers. Applications are available at: <http://metro.kingcounty.gov/tops/van-car/pdf/CVProgAppAgreeform1342-rev12-2011.pdf>.
- Update your group's phone list so calls and/or texting can be made efficiently.
- Identify alternate van or LEAF parking outside of the flood zone.
- Plan alternate routes or pick-up points for your van or LEAF.
- Make emergency carpool and/or bus arrangements ahead of time.
- **Make sure every member of the group is aware of the flood plans.**
- VanShare groups may consider parking the van at a driver's home to make sure it is outside of the flood zone.

Fare and Vehicle Use Policies

- Refer to your Commuter Van Driver's Manual (p.23) <http://metro.kingcounty.gov/tops/van-car/pdf/cv-programManual.pdf>
- The van is available to approved drivers to assist in their families' evacuation if necessary. Please inform our office if this special resource is needed for you or members of the commute group.
- The same fare and van use policies outlined in our Strike Policy apply during a flood (Driver's Manual, p.26).

Vehicle Checks

- Avoid letting the gas tank go below the half tank mark. This will help guard against fuel clogging and ensure you will not be stuck in flood detour traffic.
- Create a van emergency kit. Consider storing desired supplies in the van.
- Park the van in a secured area outside the flood zone.
- Do not start the van if the water level is up to the undercarriage or water has entered the exhaust pipe.

Driver Tips

- Be prepared. Monitor weather reports to assess flood activity and determine if the van needs to be moved to a safe alternate location or if the group should make other travel plans.
- You know your commute best. Use alternate routes if necessary. Adjust your speed appropriately. Watch for water on the roadway, and obey detours and barricades.
- Leave early enough so you have enough time to safely react to road conditions and to other drivers.
- **Do not drive if significant water covers the road.**
- Skidding or hydroplaning indicates your speed is too fast for the road conditions. Slow down.
- If the vehicle ahead is stalled, do not proceed. Use an alternate route.
- If your vehicle becomes disabled or stuck, call us immediately at **206-625-4500**.

Emergency Procedures

Anytime a van breaks down it can be frustrating and distressing. Inclement weather conditions create a greater demand on all resources and this may cause a delay in responding to your situation. We will do everything we

can to get you assistance as quickly as possible. We ask for your patience when adverse conditions exist, as response times may well be longer. We encourage you to follow the steps below to help mitigate this challenge.

What To Do

Protect the scene where your van is disabled:

- Turn on hazard flashers and move the van out of traffic, if possible
- Make sure riders are in a safe location - inside the van, if possible
- Set-up your triangle kit

Call your Rideshare Service Representative during regular business hours (8:00 am - 5pm). If you don't know your representative's number or it is after hours, call **206-625-4500** or **1-800-427-8249** and the on-call staff will be paged. Be sure to have the following:

- Your vehicle HOV number, (for example HOV 123456)
- Your exact location
- Your van's condition and/or suspected problem
- A phone number where you can be reached

For further information, see Section 3 of your Commuter Van Program Manual.

If Your Van Requires Towing

If possible, leave the van in a secured area, lock it, tell Rideshare Operations (RO) and the towing company that you have left the key inside the gas door. *Do not take the keys with you.* RO staff will have the van towed to the nearest dealership, assigned garage or Metro facility.

Please see the following link for all of the Commuter Van Program Maintenance Garage Information:

<http://metro.kingcounty.gov/tops/van-car/vp-garages.html>